


**Queensland Multicultural Policy ‘Our story, our future’
Queensland Multicultural Action Plan 2019-20 to 2021-22**

**Annual Reporting for 2019-20
DEPARTMENT OF THE PREMIER AND CABINET
PUBLIC SERVICE COMMISSION**

Background

- ‘Our story, our future’ is the Queensland Government’s Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.
- The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first [Multicultural Action Plan](#), and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.
- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2019-20 for **Department of the Premier and Cabinet, and Public Service Commission**.

Notes

- The list of Government entities covered under ‘All agencies’ is provided on page 11 of the [Queensland Multicultural Action Plan 2019-20 to 2021-22](#).
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au,
(i) click on ‘Multicultural Affairs’, (ii) click on ‘Queensland Government Multicultural Policy and Action Plan’.
- All sub-actions, where relevant, for **Department of the Premier and Cabinet (DPC) and Public Service Commission (PSC)** have been listed in this template for ease of reporting.
- The Policy and Action Plan support priorities set out in the Government’s objectives for the community, Our Future State: Advancing Queensland’s Priorities. These priorities are:



Be a responsive government



Keep Queenslanders healthy



Create jobs in a strong economy



Give all our children a great start









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Priority area 1: Culturally responsive government




Outcomes:

- **Improve knowledge about customers' diversity**
- **Culturally capable services and programs**
- **A productive, culturally capable and diverse workforce**

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 		Multiple agencies, including PSC	2019–22		
<ul style="list-style-type: none"> • Use cultural and language diversity data to plan, design and inform service delivery to improve outcomes for customers. 		PSC	2019–22	On track	<p>PSC led a review of diversity definitions in 2019-20, with new definitions approved by the Strategic Workforce Council. Data collection for the new definitions (which includes moving from non-English speaking background to Culturally and Linguistically Diverse) will improve data quality. Implementation dates are to be confirmed following further consultation with payroll providers.</p> <p>As at June 2019, the Queensland public sector reached its target of 10% representation of employees from a non-English speaking background. Data for June 2020 is not yet available.</p>
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Provide and support staff to access a range of cultural awareness training options. 		DPC	2019–22	On track	<p>All staff have access to a suite of training through our learning management system, iLearn. This training includes unconscious bias, discrimination awareness, Banaam cultural awareness and Starting the Journey. DPC also hosted Human Rights Act 101 information sessions for staff and promoted the <i>Human Rights Act 2019 Queensland Public Service Manager's Toolkit</i> released in June 2020.</p>
<ul style="list-style-type: none"> • Purchase annual Diversity Council of Australia membership and share information and resources with staff regularly. 		PSC	2019–22	On track	Diversity Council of Australia membership purchased for 2019-20; and has been renewed for 2020-21.
<ul style="list-style-type: none"> • Promote tools and resources to support multicultural capability, awareness and understanding. 		PSC	2019–22	On track	

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Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
<ul style="list-style-type: none"> Actively embrace and promote Harmony Day and Multicultural Queensland Month across the organisation. 		PSC	2019–22	On track	
Work with the whole-of-government Strategic Workforce Council to support new approaches to developing cultural capability strategies, including online options.		PSC	2019–22	On track	<ul style="list-style-type: none"> PSC led a review of diversity definitions in 2019-20, with new definitions approved by the Strategic Workforce Council. Data collection for the new definitions (which includes moving from non-English speaking background to Culturally and Linguistically Diverse) will improve data quality. Implementation dates to be confirmed following further consultation with payroll providers
Commit to increasing all forms of diversity on Queensland Government boards.		All agencies	2019–22	On track	<p>DPC</p> <ul style="list-style-type: none"> The enhanced Queensland Register of Nominees (QRON) was launched in early 2020. The Join a board website, which connects to QRON, reinforces the message that diversity on boards benefits Queensland and the Queensland Government is looking for people from all walks of life to participate on boards. The Join a board website includes a link on inclusion and diversity, which promotes the Queensland Government's commitment to addressing diversity and inclusion on Queensland Government Boards. Members of the public are encouraged to register on QRON, in order to be considered for future Queensland Government Board positions. DPC continues to support Multicultural Affairs Queensland in the development of a project plan to support departments in achieving greater diversity on boards. <p>PSC</p> <ul style="list-style-type: none"> The PSC Board comprises the Chief Executives of the three central agencies. The Bridgman Review recommendation (Recommendation 17) to establish a new Queensland Public Sector Governance Council (to replace the PSC Board) is expected to improve membership diversity.







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Priority area 2: Inclusive, harmonious and united communities








Outcomes:

- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture
- Queenslanders celebrate our multicultural identity
- Connected and resilient communities
- A respectful and inclusive narrative about diversity

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 		All agencies	2019–22		
<ul style="list-style-type: none"> • Establish a Diversity and Inclusion webpage with links to the Multicultural Queensland Charter and the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		DPC	2019–22	Completed	<ul style="list-style-type: none"> • The DPC Diversity and Inclusion intranet page is live and provides a direct link to the <i>Racism. It stops with me</i> campaign site and the Multicultural Queensland Charter.
<ul style="list-style-type: none"> • Share themed Plate of Inspiration and promote attendance at Multicultural Queensland Charter events to raise awareness about the Multicultural Queensland Charter. 		DPC	2019–22	On track	<ul style="list-style-type: none"> • During the reporting period, DPC promoted the Multicultural Queensland Charter (the charter) during our Multicultural Queensland Month celebrations and events. The charter was shared through whole-of- department communications and displayed in common areas. • While our Harmony Week event was impacted by COVID-19, DPC shared the charter in our Harmony Week communications. • The charter is available and linked on the DPC Diversity and Inclusion intranet page.
<ul style="list-style-type: none"> • Establish a link to the Diversity and Inclusion page as part of induction and orientation activities. 		DPC	2019–22	Completed	<ul style="list-style-type: none"> • Inclusion and Diversity is featured on the DPC Induction web page.
<ul style="list-style-type: none"> • Review and update agency policy documents to ensure consistent application of Multicultural Queensland Charter provisions and use of respectful and inclusive language. 		DPC	2019–22	Yet to commence	<ul style="list-style-type: none"> • DPC Human Resource Services will review charter provisions to ensure they are embedded in HR policies where appropriate and in line with our existing policy review timeframes.

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<ul style="list-style-type: none"> Raise awareness among staff and identify opportunities to reference the Multicultural Queensland Charter in initiatives and strategies for the Queensland Public Sector. 		PSC	2019–22	On track	<ul style="list-style-type: none"> Messaging has been incorporated in all-staff emails
<ul style="list-style-type: none"> Include references to the Multicultural Queensland Charter in online Chief Executive onboarding material. 		PSC	2019–22	Completed	
<ul style="list-style-type: none"> Consider the Multicultural Queensland Charter in the development of policies and delivery of services. 		PSC	2019–22	On track	
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		All agencies	2019–22	On track	<ul style="list-style-type: none"> Messaging has been incorporated in all-staff emails.
<ul style="list-style-type: none"> Promote Australian Human Rights Commission <i>Racism. It stops with me</i> campaign resources through DPC TV, Newsflash articles and Yammer posts. 		DPC	2019–22	On track	<ul style="list-style-type: none"> DPC will continue to use available and appropriate internal communication channels to promote <i>Racism. It stops with me</i> campaign resources.
<ul style="list-style-type: none"> Participate in relevant events to raise awareness about the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign. 		DPC	2019–22	Completed	<ul style="list-style-type: none"> DPC shares communications and hosts events to celebrate cultural diversity and to promote action against racism in alignment with key dates. Where appropriate, DPC shares links to the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign and their available resources. DPC is exploring options to engage further with the campaign.

DPC also supports Priority area 2 by hosting receptions for multi-faith leaders and various culturally diverse communities to bridge community connections and promote harmony.

The Premier hosted various community-based receptions throughout the year to acknowledge and celebrate the work that the multicultural community undertake in Queensland. This included:

- Multicultural Community Reception - 20 August 2019 in the Premiers' and Speakers' Halls, Parliamentary Annexe with 242 guests participating
- Queensland-Japan Community Reception – 17 October 2019 in the Premiers' and Speakers' Halls, Parliamentary Annexe with 291 guests participating
- Indian Community Reception – 28 October 2019 on the Speaker's Green, Parliamentary Annexe with 502 guests participating
- Sikh Community Reception in celebration of the 550th Birthday of Guru Nanak – 14 November 2019 in the Premiers' and Speakers' Halls, Parliamentary Annexe with 323 guests participating
- Chinese New Year Reception – 5 February 2020 on the Speaker's Green, Parliamentary Annexe with 325 guests participating.


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Priority area 3: Economic opportunities

Outcomes:

- Queensland gets the most benefit from our diversity and global connections
- Individuals supported to participate in the economy

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20 Legend: • On track • Completed • Yet to commence	Achievements and outcomes for people from culturally and linguistically diverse communities Please provide commentary e.g. 3-4 dot points of advice on achievements and outcomes. Include qualitative and quantitative data if available/relevant.
Provide pathways to employment in the Queensland Public Sector for migrants, refugees and people seeking asylum, such as through work experience, internships or targeted recruitment.		Multiple agencies, including DPC and PSC	2019–22	On track	<ul style="list-style-type: none"> • DPC will continue to investigate options to provide opportunities to migrants, refugees and people seeking asylum, including through the Policy Futures graduate program. • DPC encourages applicants from all diverse backgrounds to apply for vacancies. We include specific wording in role descriptions outlining our commitment to supporting equal opportunities and a respectful workplace for all employees.

DPC also supports Priority area 3 by strengthening global connections through diplomatic visits which strengthen economic relations and promote Queensland as a welcoming and harmonious state.

In 2019-20, Protocol and International Engagement (PIE) coordinated 25 Diplomatic Visits and Courtesy Calls to Queensland consisting of:

3 Sister-State Visits

- Governor of Central Java, Indonesia
- Speaker of Saitama Prefectural Assembly and delegation, Japan
- Vice Chairman of the Standing Committee of Shanghai People's Congress, China

8 Heads of Mission Visits

- High Commissioner for Pakistan
- Ambassador of the United Arab Emirates
- Ambassador of Norway
- Ambassador of the European Union and Delegation
- High Commissioner for Papua New Guinea
- High Commissioner for Sri Lanka
- Ambassador of Russia
- High Commissioner for South Africa

14 Courtesy Calls

- Consul-General of the Republic of Indonesia
- Minister-Counsellor, Australian High Commission, Papua New Guinea
- Ambassador of the United States of America
- Australian High Commissioner-Designate to Papua New Guinea
- Ambassador of France
- Consul-General of the United States of America
- Australian High Commissioner-Designate to India
- Consul-General for New Zealand
- Consul-General of the United Kingdom
- Consul-General of the People's Republic of China
- German-Pacific Friendship Group Delegation of the German Bundestag
- Spokesman and Minister-equivalent for the Government of New Caledonia
- Australian High Commissioner-Designate to Papua New Guinea
- Australian High Commissioner to Samoa